

**Disaggregation:**

Comparison for Resale is analogous Retail product. Products included are:

POTS Residence

POTS Business

Field work/no field work as appropriate

**Calculation:**

Total business days from receipt of valid error-free service request to completion date in service order system for new, move and change orders / total new, move and change orders.

**Report Structure:**

- Needs to be reported by:
- CLEC
  - CLECs in the aggregate
  - ILEC
  - ILEC Affiliates

**Benchmark:**

Parity

#### **6b. Average Completed Interval**

##### **Average Completed Interval - Design**

##### **Definition:**

Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.

##### **Exclusions**

- ☐ Excludes non-business days.
- ☐ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
  - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
  - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- ☐ Exclude PIC and LPIC order

##### **Business Rules:**

- ☐ Report period is a calendar month
- ☐ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
  - Business days (M-F, excluding PB/NB official holidays)
  - Business hours:
    - Resale/Retail 8 a.m. to 5 p.m.
    - Facility based 8 a.m. to 5 p.m.
  - Excludes non-business days.
- ☐ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
  - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
  - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- ☐ Exclude PIC and LPIC orders.

**Disaggregation:**

Comparison for Resale is analogous Retail product. Products included are:

ISDN BRI

CENTREX

PBX

DDS

DS1/ISDN PRI

DS3

VGPL/DS0

**Calculation:**

Total business days from receipt of valid error-free service request to completion date in service order system for new, move and change orders / total new, move and change orders.

**Report Structure:**

□ Needs to be reported by:

- CLEC
- CLECs in the aggregate
- ILEC
- ILEC Affiliates

**Benchmark:**

Parity

## **6c. Measurement**

### **Percent Completed Within Standard Interval - UNE**

#### **Definition:**

Measures percent of orders completed within the standard interval of receipt of valid, error-free service request.

#### **Exclusions**

- ☐ Excludes non-business days.
- ☐ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
  - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
  - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- ☐ Exclude PIC and LPIC orders.

#### **Business Rules:**

- ☐ Report period is a calendar month.
- ☐ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
  - Business days (M-F, excluding PB/NB official holidays)
  - Business hours:
    - Resale/Retail 8 a.m. to 5 p.m.
    - Facility based 8 a.m. to 5 p.m.
    - Excludes non-business days.
- ☐ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
  - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
  - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- ☐ Exclude PIC and LPIC orders.
- ☐ XDSL loops will be identified by class of service + NC/NCI code and/or class of service + DSL reference in the S&E section of service order.

**Disaggregation:**

Parity for UNE measured  
for the following UNEs:

2/w wire 8db analog  
(incl Coin/analog PBX)  
2/4w (5.5 db) assured analog loop  
2w digital loop(ISDN capable)  
2w digital loop(xDSL capable)  
4w digital loop (1.544Mbps capable)  
UNE Port-Basic Analog/Coin  
UNE Port-CENTREX  
UNE Port-ISDN (BRI)  
UNE Port-DS1/ISDN-PRI  
(incl. DS1 line port)  
UNE Port-PBX DID  
UNE Dedicated Transport  
(incl.DS1 and DS3)  
UNE Platform  
Interconnection Trunks

Pacific Bell/Nevada Bell Retail

POTS Business (fielded)

POTS Business Assured (PBX)  
ISDN(BRI)

ADSL

DS1

POTS - Business (fielded)

CENTREX

CENTREX

DS1/ISDN(PRI)

PBX DID

HICAP (DS1 & DS3)

Analogous Retail Service

ILEC Dedicated Trunks

**Calculation:**

(Total New, Move and Change Orders  
Completed Within the Standard Interval of  
Receipt of Valid Error-free Service Request)  
/ (Total New, Move and Change Orders) x  
100

**Report Structure:**

□ Needs to be reported by:

- CLEC
- CLECs in the aggregate
- ILEC
- ILEC Affiliates

**Benchmark:**

Parity

#### **7a. Measurement**

##### **Delay Order Interval to Completion Date (For Lack of Facilities) - POTS**

##### **Definition:**

Measures the average calendar days from due date to completion date on company missed orders due to lack of ILEC facilities.

##### **Exclusions**

- ☐ Excludes non-business days.
- ☐ Excludes CLEC caused misses.
- ☐ Excludes customer caused misses.

##### **Business Rules:**

- ☐ Report period is a calendar month.
- ☐ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
  - Business days (M-F, excluding PB/NB official holidays)
  - Business hours:
    - Resale/Retail 8 a.m. to 5 p.m.
    - Facility based 8 a.m. to 5 p.m.
- ☐ Excludes non-business days.
- ☐ Excludes CLEC caused misses.
- ☐ Excludes customer caused misses.
  - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
  - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- ☐ Data is to be reported by Service Group Type.
- ☐ POTS field work/no field work.
- ☐ Disaggregated by 1 – 30 days, 31 – 90 days and +90 days.
- ☐ Use calendar days for this measurement.
- ☐ Results need to be reported by Missed Appointment (MAC) reason codes.

##### **Disaggregation:**

Comparison for Resale is analogous Retail product. Products included are:

POTS Residence  
POTS Business

**Calculation:**

**Sum (Completion Date – Committed Order Due Date (for orders missed due to lack of ILEC facilities )) / (Number of Orders Missed Due to Lack of ILEC Facilities in the Reporting Period)**

**Report Structure:**

□ **Needs to be reported by:**

- CLEC
- CLECs in the aggregate
- ILEC
- ILEC Affiliates

**Benchmark:**

**Parity**

## **7b. Measurement**

### **Delay Order Interval to Completion Date (For Lack of Facilities) - Design**

#### **Definition:**

Measures the average calendar days from due date to completion date on company missed orders due to lack of ILEC facilities.

#### **Exclusions**

- ☐ Excludes non-business days.
- ☐ Excludes CLEC caused misses.
- ☐ Excludes customer caused misses.

#### **Business Rules:**

- ☐ Report period is a calendar month.
- ☐ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
  - Business days (M-F, excluding PB/NB official holidays)
  - Business hours:
    - Resale/Retail 8 a.m. to 5 p.m.
    - Facility based 8 a.m. to 5 p.m.
- ☐ Excludes non-business days.
- ☐ Excludes CLEC caused misses.
- ☐ Excludes customer caused misses.
  - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
  - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- ☐ Data is to be reported by Service Group Type.
- ☐ Disaggregated by 1 – 30 days, 31 – 90 days and +90 days.
- ☐ Use calendar days for this measurement.
- ☐ Results need to be reported by Missed Appointment (MAC) reason codes.



**Disaggregation:**

Comparison for Resale is analogous Retail product. Products included are:

ISDN

CENTREX

PBX

DDS

DS1

DS3

VGPL/DS0

**Calculation:**

Sum (Completion Date – Committed Order Due Date (for orders missed due to lack of ILEC facilities )) / (Number of Orders Missed Due to Lack of ILEC Facilities in the Reporting Period)

**Report Structure:**

- Needs to be reported by:
- CLEC
  - CLECs in the aggregate
  - ILEC
  - ILEC Affiliates

**Benchmark:**

Parity

### **7c. Measurement**

#### **Delay Order Interval to Completion Date (For Lack of Facilities) - UNE**

##### **Definition:**

Measures the average calendar days from due date to completion date on company missed orders due to lack of ILEC facilities.

##### **Exclusions**

- ☐ Excludes non-business days.
- ☐ Excludes CLEC caused misses.
- ☐ Excludes customer caused misses.

##### **Business Rules:**

- ☐ Report period is a calendar month.
- ☐ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
  - Business days (M-F, excluding PB/NB official holidays)
  - Business hours:
    - Resale/Retail 8 a.m. to 5 p.m.
    - Facility based 8 a.m. to 5 p.m.
- ☐ Excludes non-business days.
- ☐ Excludes CLEC caused misses.
- ☐ Excludes customer caused misses.
  - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
  - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- ☐ Data is to be reported by Service Group Type.
- ☐ POTS field work/no field work .
- ☐ Disaggregated by 1 – 30 days, 31 – 90 days and +90 days.
- ☐ Use calendar days for this measurement.
- ☐ Results need to be reported by Missed Appointment (MAC) reason codes.
- ☐ XDSL loops will be identified by class of service + NC/NCI code and/or class of service + DSL reference in the S&E section of service order.

**Disaggregation:**

Parity for UNE measured  
for the following UNEs:

2/w wire 8db analog  
(incl Coin/analog PBX)  
2/4w (5.5 db) assured analog      loop  
2w digital loop(ISDN capable)  
2w digital loop(xDSL capable)  
4w digital loop (1.544Mbps capable)  
UNE Port-Basic Analog/Coin  
UNE Port-CENTREX  
UNE Port-ISDN (BRI)  
UNE Port-DS1/ISDN-PRI  
    (incl. DS1 line port)  
UNE Port-PBX DID  
UNE Dedicated Transport  
    (incl.DS1 and DS3)  
UNE Platform  
Interconnection Trunks

Pacific Bell/Nevada Bell Retail

POTS Business (fielded)

POTS Business Assured (PBX)

ISDN(BRI)

ADSL

DS1

POTS - Business (fielded)

CENTREX

CENTREX

DS1/ISDN(PRI)

PBX DID

HICAP (DS1 & DS3)

Analogous Retail Service

ILEC Dedicated Trunks

**Calculation:**

$$\frac{\text{Sum (Completion Date - Committed Order Due Date (for orders missed due to lack of ILEC facilities)) / (Number of Orders Missed Due to Lack of ILEC Facilities in the Reporting Period)}}{\text{Reporting Period}}$$

**Report Structure:**

☐ Needs to be reported by:

- CLEC
- CLECs in the aggregate
- ILEC
- ILEC Affiliates

**Benchmark:**

Parity

## **8. Measurement**

### **Average Completed Interval – (DSL)**

#### **Definition:**

Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.

#### **Exclusions**

- ☐ Excludes non-business days.
- ☐ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
- ☐ Exclude PIC and LPIC orders.

#### **Business Rules:**

- ☐ Report period is a calendar month.
- ☐ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
  - Business days (M-F, excluding PB/NB official holidays)
  - Business hours:
    - Resale/Retail 8 a.m. to 5 p.m.
    - Facility based 8 a.m. to 5 p.m.
- ☐ Excludes non-business days.
- ☐ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
  - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
  - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- ☐ Exclude PIC and LPIC orders.
- ☐ XDSL loops will be identified by class of service + NC/NCI code and/or class of service + DSL reference in the S&E section of service order.

#### **Disaggregation:**

Parity for UNE measured  
for the following UNEs:

Pacific Bell/Nevada Bell Retail

2w digital loop(xDSL capable)

ADSL

**Calculation:**

**Total business days from receipt of valid error-free service request to completion date in service order system for new, move and change orders / total new, move and change orders.**

**Report Structure:**☐ **Needs to be reported by:**

- CLEC
- CLECs in the aggregate
- ILEC
- ILEC Affiliates

**Benchmark:**

**Parity**

## **9. Measurement**

### **Average Response Time for Loop Make-Up Information –(New)**

#### **Definition:**

The average time required to provide loop qualification for ADSL

#### **Exclusions**

None

#### **Business Rules:**

The time starts when a request is received by the CLEC and ends when the information on the loop qualification has been made available to the CLEC.

#### **Disaggregation:**

ADSL or other DSL as determined by the Public Utility Commission.

#### **Calculation:**

Sum (Data and Time the Loop Qualification is made available to CLEC – Date and Time the CLEC request is received)/Total number of loop qualification

#### **Report Structure:**

CLEC, All CLECs and Pacific Bell/Nevada Bell.

#### **Benchmark:**

Parity

## Maintenance

### 10a. Measurement

Percentage of Customer Trouble not Resolved within Estimated Time - POTS

#### Definition:

Measures the percent of trouble reports not cleared by the commitment time.

#### Exclusions

- ☐ Excludes CPE and IEC/CLEC caused troubles
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes inside wire.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.

#### Business Rules:

- ☐ Business days/hours for maintenance troubles availability are 7days/week 24 hours/day.
- ☐ Report by dispatch/no dispatch.
- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes inside wire.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.

#### Disaggregation:

Comparison for Resale is analogous Retail product. Products included are:

POTS Residence

POTS Business

#### Calculation:

(Total network trouble reports not cleared by the commitment time for ILEC reasons / Total network trouble reports completed) x 100

#### Report Structure:

- ☐ Needs to be reported by:
  - CLEC
  - CLECs in the aggregate
  - ILEC
  - ILEC Affiliates

#### Benchmark:

Parity

**10b. Measurement****Percentage of Customer Trouble not Resolved within Estimated Time - UNE****Definition:**

Measures the percent of trouble reports not cleared by the commitment time.

**Exclusions**

- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes inside wire.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.

**Business Rules:**

- ☐ Business days/hours for maintenance troubles availability are 7days/week 24 hours/day.
- ☐ Report by dispatch/no dispatch.
- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes inside wire.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.
- ☐ XDSL loops will be identified by class of service + NC/NCI code and/or class of service + DSL reference in the S&E section of service order.



**Disaggregation:**

Parity for UNE measured  
for the following UNEs:

2/w wire 8db analog  
(incl Coin/analog PBX)  
2/4w (5.5 db) assured analog      loop  
2w digital loop(ISDN capable)  
2w digital loop(xDSL capable)  
4w digital loop (1.544Mbps capable)  
UNE Port-Basic Analog/Coin  
UNE Port-CENTREX  
UNE Port-ISDN (BRI)  
UNE Port-DS1/ISDN-PRI  
    (incl. DS1 line port)  
UNE Port-PBX DID  
UNE Dedicated Transport  
    (incl.DS1 and DS3)  
UNE Platform  
Interconnection Trunks

**Calculation:**

(Total network trouble reports not cleared  
by the commitment time for ILEC reasons /  
Total network trouble reports completed) x  
100

**Benchmark:**

Parity

**Pacific Bell/Nevada Bell Retail**

POTS Business (fielded)  
POTS Business Assured (PBX)  
ISDN(BRI)  
ADSL  
DS1  
POTS - Business (fielded)  
CENTREX  
CENTREX  
DS1/ISDN(PRI)  
  
PBX DID  
HICAP (DS1 & DS3)

Analogous Retail Service  
ILEC Dedicated Trunks

**Report Structure:**

- Needs to be reported by:
- CLEC
  - CLECs in the aggregate
  - ILEC
  - ILEC Affiliates

### **11a. Measurement**

#### **Frequency of Repeat Troubles in 30 Day Period - POTS**

##### **Definition:**

Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.

##### **Exclusions**

- ☐ Excludes troubles associated with inside wiring.
- ☐ Excludes Subsequent reports .
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.

##### **Business Rules:**

- ☐ Business days/hours for maintenance troubles availability are 7days/week 24 hours/day.
- ☐ Needs to be reported by:
  - service group type, SGT
  - NXX Code Opening Troubles
- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes troubles associated with inside wiring.
- ☐ Excludes Subsequent reports
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.

##### **Disaggregation:**

Comparison for Resale is analogous Retail product. Products included are:

##### **POTS Residence**

##### **POTS Business**

##### **Calculation:**

(Total Customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100

##### **Report Structure:**

- ☐ Needs to be reported by:
  - CLEC
  - CLECs in the aggregate
  - ILEC
  - ILEC Affiliates

##### **Benchmark:**

Parity

**11b. Measurement****Frequency of Repeat Troubles in 30 Day Period - Design****Definition:**

Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.

**Exclusions**

- ☐ Excludes troubles associated with inside wiring.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.

**Business Rules:**

- ☐ Business days/hours for maintenance troubles availability are 7days/week 24 hours/day.
- ☐ Needs to be reported by:
  - service group type, SGT
  - NXX Code Opening Troubles
- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes troubles associated with inside wiring.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.

**Disaggregation:**

Comparison for Resale is analogous Retail product. Products included are:

ISDN

CENTREX

PBX

DDS

DS1

DS3

VGPL/DS0

**Calculation:**

(Total Customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100

**Benchmark:**  
Parity

**Report Structure:**

- Needs to be reported by:
  - CLEC
  - CLECs in the aggregate
  - ILEC
  - ILEC Affiliates

### **11c. Measurement**

#### **Frequency of Repeat Troubles in 30 Day Period - UNE**

##### **Definition:**

Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.

##### **Exclusions**

- ☐ Excludes troubles associated with inside wiring.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.

##### **Business Rules:**

- ☐ Business days/hours for maintenance troubles availability are 7days/week 24 hours/day.
- ☐ Needs to be reported by:
  - service group type, SGT (including PNP)
  - NXX Code Opening Troubles
- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes troubles associated with inside wiring.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.

##### **Disaggregation:**

Parity for UNE measured for the following Pacific Bell/Nevada Bell Retail  
UNEs:

2/4w (8db) analog loop	POTS-Business (Fielded)
2/4w (5.5 db) assured analog loop	POTS Business Assured (PBX)
2w digital loop (ISDN)	ISDN(BRI)
2w digital loop (xDSL)	ADSL
4w digital loop (ISDN PRI)	DS1
UNE Port – Basic Analog	POTS-Business (no-dispatch)
UNE Port – CENTREX	CENTREX
UNE Port – PBX DID	PBX DID
UNE Port – ISDN (BRI)	CENTREX
UNE Port – DS1/ISDN (PRI)	DS1/ISDN(PRI)
UNE Dedicated Transport	HICAP (DS1 & DS3)
UNE Platform	Analogous Retail Service
Interconnection Trunks (no-dispatch)	ILEC Dedicated Trunks

**PNP - Port Out****Calculation:**

**(Total Customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100**

**Benchmark:**

**Parity**

**(Issue still to be resolved)**

**Report Structure:**

- ☐ Needs to be reported by:
  - CLEC
  - CLECs in the aggregate
  - ILEC
  - ILEC Affiliates

**12a. Measurement****Average Time to Restore - POTS****Definition:**

Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.

**Exclusions**

- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes inside wire.
- ☐ Excludes tickets with a duration of 720/+ hours.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.
- ☐ Excludes informational type of requests and other requests.

**Business Rules:**

- ☐ Business days/hours for maintenance troubles availability are 7days/week 24 hours/day.
- ☐ Needs to be reported by:
  - service group type
  - NXX Code Opening Troubles
- ☐ By dispatch and no dispatch.
- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes inside wire.
- ☐ Excludes tickets with a duration of 720/+ hours.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.
- ☐ Excludes informational type of requests and other requests.

**Disaggregation:**

Comparison for Resale is analogous Retail product. Products included are:

POTS Residence

POTS Business

**Calculation:**

(Total duration of customer network trouble reports) / (Total customer network trouble reports)

**Benchmark:**  
Parity

**Report Structure:**

□ Needs to be reported by:

- CLEC
- CLECs in the aggregate
- ILEC
- ILEC Affiliates



**12b. Measurement****Average Time to Restore - Design****Definition:**

Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.

**Exclusions**

- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes inside wire.
- ☐ Excludes tickets with a duration of 720/+ hours.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.
- ☐ Excludes informational type of requests and other requests.

**Business Rules:**

- ☐ Business days/hours for maintenance troubles availability are 7days/week 24 hours/day.
- ☐ Needs to be reported by:
  - service group type
  - NXX Code Opening Troubles
- ☐ By dispatch and no dispatch.
- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes inside wire.
- ☐ Excludes tickets with a duration of 720/+ hours.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.
- ☐ Excludes informational type of requests and other requests.

**Disaggregation:**

Comparison for Resale is analogous Retail product. Products included are:

ISDN

CENTREX

PBX

DDS

DS1

DS3

VGPL/DS0

**Calculation:**

$$\frac{\text{(Total duration of customer network trouble reports)}}{\text{(Total customer network trouble reports)}}$$

**Report Structure:**

□ Needs to be reported by:

- CLEC
- CLECs in the aggregate
- ILEC
- ILEC Affiliates

**Benchmark:**

Parity

### **12c. Measurement**

#### **Average Time to Restore - UNE**

##### **Definition:**

**Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.**

##### **Exclusions**

- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes inside wire.
- ☐ Excludes tickets with a duration of 720/+ hours.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.
- ☐ Excludes informational type of requests and other requests.

##### **Business Rules:**

- ☐ Business days/hours for maintenance troubles availability are 7days/week 24 hours/day.
- ☐ Needs to be reported by:
  - service group type (including PNP)
  - NXX Code Opening Troubles
- ☐ By dispatch and no dispatch.
- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes inside wire.
- ☐ Excludes tickets with a duration of 720/+ hours.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.
- ☐ Excludes informational type of requests and other requests.

**Disaggregation:**

Parity for UNE measured for the following  
UNEs:

Pacific Bell/Nevada Bell Retail

2/4w (8db) analog loop  
2/4w (5.5 db) assured analog loop  
2w digital loop (ISDN)  
2w digital loop (xDSL)  
4w digital loop (ISDN PRI)  
UNE Port – Basic Analog  
UNE Port – CENTREX  
UNE Port – PBX DID  
UNE Port – ISDN (BRI)  
UNE Port – DS1/ISDN (PRI)  
UNE Dedicated Transport  
UNE Platform  
Interconnection Trunks (no-dispatch)

POTS-Business (Fielded)  
POTS Business Assured (PBX)  
ISDN(BRI)  
ADSL  
DS1  
POTS-Business (no-dispatch)  
CENTREX  
PBX DID  
CENTREX  
DS1/ISDN(PRI)  
HICAP (DS1 & DS3)  
Analogous Retail Service  
ILEC Dedicated Trunks

PNP - Port Out

(Issue still to be resolved)

**Calculation:**

$$\frac{\text{(Total duration of customer network trouble reports)}}{\text{(Total customer network trouble reports)}}$$

**Report Structure:**

- ☐ Needs to be reported by:
- CLEC
  - CLECs in the aggregate
  - ILEC
  - ILEC Affiliates

**Benchmark:**

Parity

### **13a. Measurement**

#### **Customer Trouble Report Rate - POTS**

##### **Definition:**

Measures the total number of network customer trouble reports received within a calendar month per 100 access lines.

##### **Exclusions**

- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes inside wire.
- ☐ Excludes ILEC employee generated reports.

##### **Business Rules:**

- ☐ Needs to be reported by:
  - SGT, service group type
  - NXX code opening troubles
- ☐ Access line/circuit count taken from the previous month.
- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes inside wire.
- ☐ Excludes ILEC employee generated reports.

##### **Disaggregation:**

Comparison for Resale is analogous Retail product. Products included are:

POTS Residence

POTS Business

##### **Calculation:**

(Total Number of Customer initial and repeat network trouble reports / Number of access lines/circuits/UNEs in service at the end of the prior reporting period) x 100

##### **Benchmark:**

Parity

##### **Report Structure:**

- ☐ Needs to be reported by:
  - CLEC
  - CLECs in the aggregate
  - ILEC
  - ILEC Affiliates

### **13b. Measurement**

#### **Customer Trouble Report Rate - Design**

##### **Definition:**

Measures the total number of network customer trouble reports received within a calendar month per 100 circuits.

##### **Exclusions**

- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes inside wire.
- ☐ Excludes ILEC employee generated reports.

##### **Business Rules:**

- ☐ Needs to be reported by:
  - SGT, service group type
  - NXX code opening troubles
- ☐ Access line/circuit count taken from the previous month.
- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes inside wire.
- ☐ Excludes ILEC employee generated reports.
- ☐ Interconnection trunks are non-dispatch e.g. dispatch-in.

##### **Disaggregation:**

Comparison for Resale is analogous Retail product. Products included are:

ISDN

CENTREX

PBX

DDS

DS1

DS3

VGPL/DS0

**Calculation:**

(Total Number of Customer initial and repeat network trouble reports / Number of access lines/circuits/UNEs in service at the end of the prior reporting period) x 100

**Benchmark:**

Parity

**Report Structure:**

- Needs to be reported by:
  - CLEC
  - CLECs in the aggregate
  - ILEC
  - ILEC Affiliates

### **13c. Measurement**

#### **Customer Trouble Report Rate -UNE**

##### **Definition:**

**Measures the total number of network customer trouble reports received within a calendar month per 100 UNEs.**

##### **Exclusions**

- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes inside wire.
- ☐ Excludes ILEC employee generated reports.

##### **Business Rules:**

- ☐ Needs to be reported by:
  - SGT, service group type (including PNP)
  - NXX code opening troubles
- ☐ Access line/circuit count taken from the previous month.
- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes inside wire.
- ☐ Excludes ILEC employee generated reports
- ☐ Interconnection trunks are non-dispatch e.g. dispatch-in.



**Disaggregation:**

Parity for UNE measured for the following UNEs:

2/4w (8db) analog loop  
2/4w (5.5 db) assured analog loop  
2w digital loop (ISDN)  
2w digital loop (xDSL)  
4w digital loop (ISDN PRI)  
UNE Port – Basic Analog  
UNE Port – CENTREX  
UNE Port – PBX DID  
UNE Port – ISDN (BRI)  
UNE Port – DS1/ISDN (PRI)  
UNE Dedicated Transport  
UNE Platform  
Interconnection Trunks (no-dispatch)

PNP - Port Out

Pacific Bell/Nevada Bell Retail

POTS - Business (Dispatch)  
POTS Business Assured (PBX)  
ISDN(BRI)  
ADSL  
DS1  
POTS - Business (Dispatch)  
CENTREX  
PBX DID  
CENTREX  
DS1/ISDN(PRI)  
HICAP (DS1 & DS3)  
Analogous Retail Service  
ILEC Dedicated Trunks

(Issue still to be resolved)

**Calculation:**

(Total Number of Customer initial and repeat network trouble reports / Number of access lines/circuits/UNEs in service at the end of the prior reporting period)  
x 100

**Benchmark:**

Parity

**Report Structure:**

- Needs to be reported by:
  - CLEC
  - CLECs in the aggregate
  - ILEC
  - ILEC Affiliates

## **Interconnection**

### **14. Measurement**

#### **Average Trunk Restoration Interval for Service Affecting Trunk Groups – (New)**

##### **Definition:**

The average time to restore service affecting trunk groups.

##### **Exclusions**

- Items beyond Pacific Bell/Nevada Bell Control
- CLEC Switch and Facility failures
- Cable cuts/Fiber cuts

##### **Business Rules:**

Service affecting is defined as 20% of a trunk group out-of-service that causes trunk group blockage. The clock starts on receipt of a trouble ticket from the CLEC that identifies a service affecting condition. The clock stops after completion of work by Pacific Bell/Nevada Bell.

##### **Disaggregation:**

- Tandem trunk groups
- Non-Tandem trunk groups
- By Market Region

##### **Calculation:**

Total trunk group outage time / total trunk group trouble reports

##### **Report Structure:**

Reported for CLEC, all CLECs and Pacific Bell/Nevada Bell.

##### **Benchmark:**

Tandem trunk groups – 1 hour / Non-Tandem – 2 hours.

## **15. Measurement**

### **% Trunk Blockage – (New)**

#### **Definition:**

Percent of calls blocked on outgoing traffic from Pacific Bell/Nevada Bell end office to CLEC end office and from Pacific Bell/Nevada Bell tandem to CLEC end office

#### **Exclusions**

None

#### **Business Rules:**

Blocked calls and total calls are gathered during the official study week each month. This week is chosen from a pre-determined schedule.

No penalties or liquidated damages apply:

- If CLECs have trunks busied-out for maintenance at their end, or if they have other network problems which are under their control.
- Pacific Bell/Nevada Bell is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks.
- If CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 days when a Call Blocking situation is identified by Pacific Bell/Nevada Bell or in the timeframe specified in the ICA.
- If CLEC fails to provide a forecast.
- If CLEC's actual trunk usage, as shown by Pacific Bell/Nevada Bell from traffic usage studies, is more than 25% above CLEC's most recent forecast, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement.

The exclusions do not apply if Pacific Bell/Nevada Bell fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if Pacific Bell/Nevada Bell refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of what the current usage data is.

#### **Disaggregation:**

- The Pacific Bell/Nevada Bell end office to CLEC end office and Pacific Bell/Nevada Bell tandem to CLEC end office trunk blockage will be reported separately
- By Market Region

#### **Calculation:**

(Count of blocked calls / total calls offered)  
x 100

#### **Report Structure:**

Reported for CLEC, all CLECs and Pacific Bell/Nevada Bell.

#### **Benchmark:**

Dedicated Trunk Groups not to exceed blocking standard of B.01.

## Coordinated Conversions

### 16. Measurement

#### Coordinated Customer Conversion as a Percentage on Time

##### Definition:

Measures the percentage of coordinated orders (TBCC) completed on time for all orders where CLEC has requested coordination (including PNP).

##### Exclusions

- ☐ Excludes CLEC caused misses.
  - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
  - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- ☐ Exclude PIC and LPIC orders.

##### Business Rules:

- ☐ Orders (TBCC) completed on time (within one hour of committed order due time) for all orders where CLEC has requested coordination refers to the "Due" time of the TBCC designation.
- ☐ Requires an end time for a TBCC order.
- ☐ Estimated time to complete an order + 1 hour to be compared to completion time for retail parity.
- ☐ Most recent TBCC is the coordinated cut to be used in this measurement.
- ☐ Report period is a calendar month.
- ☐ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
  - Business days (M-F, excluding PB/NB official holidays)
  - Business hours:
    - Resale/Retail 8 a.m. to 5 p.m.
    - Facility based 8 a.m. to 5 p.m.
- ☐ Excludes CLEC caused misses.
  - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
  - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- ☐ Exclude PIC and LPIC orders.
- ☐ Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC).

**Disaggregation:****Completed coordinated service orders**

- **Coor. Conversions (Res.)**                      **Coor. Conv. (Res)**
- **Coor. Conversions (Bus.)**                      **Coor. Conv. (Bus)**
- **Coor. Conversions (PNP-Port Out)**   **Coor. Conv. (PNP-Port In/Back)**

**Calculation:**

**((Number of coordinated orders completed  
by due date and time) / (Count of  
coordinated orders completed in reporting  
period)) x 100**

**Report Structure:**

- **Needs to be reported by:**
- **CLEC**
  - **CLECs in the aggregate**
  - **ILEC**
  - **ILEC Affiliates**

**Benchmark:**

**Parity**

## Collocation

### 17. Measurement

**% Missed collocation due dates – (New)**

**Definition:**

The percent of Pacific Bell/Nevada Bell caused missed due dates for Collocation projects.

**Exclusions**

None

**Business Rules:**

The clock starts when Pacific Bell/Nevada Bell receives, in compliance with the approved tariff, payment and return of proposed layout for space as specified in the application form from the CLEC and the clock stops when the collocation arrangement is complete and ready for CLEC occupancy. Due Date Extensions will be extended when mutually agreed to by Pacific Bell/Nevada Bell and the CLEC, or when a CLEC fails to complete work items for which they are responsible in the allotted time frame. The extended due date will be calculated by adding to the original due date the number of calendar days that the CLEC was late in performing said work items. Work items include but are not limited to:

- CLEC return to Pacific Bell/Nevada Bell corrected and complete floor plan drawings
- CLEC placement of required component(s)

If the business rules and tariff are inconsistent, the terms of the tariff will apply.

**Disaggregation:**

Physical, virtual, and additions

**Calculation:**

(Count of number of Pacific Bell/Nevada Bell caused missed due dates for physical collocation facilities / total number of physical collocation projects)  
x 100

**Report Structure:**

Reported for individual CLEC and all CLECs

**Benchmark:**

95% within the due date. Damages and Assessments will be calculated based on the number of days late.

## Billing

### 18. Measurement

#### Billing Timeliness

##### Definition:

This measurement captures the elapsed number of days between the scheduled close of a Bill Cycle and the ILEC's successful transmission of the associated invoice to the CLEC.

##### Exclusions

###### ☐ Excludes:

- paper bill
- magnetic bill
- CD ROM bill
- Custom Bill diskette bill

##### Business Rules:

Measures the time the bill is made available to CLEC

##### Disaggregation:

###### ☐ Needs to be reported by:

- Resale
- UNE (IntraLATA and InterLATA, etc.)
- Facilities/Interconnection

##### Calculation:

$$\frac{\text{Sum ((Invoice Transmission Availability Date) - (Date of Scheduled Bill Cycle Close))}}{\text{(Count of Invoices Transmitted in Reporting Period)}}$$

##### Report Structure:

###### ☐ Needs to be reported by:

- CLEC
- CLECs in the aggregate
- ILEC Affiliates

##### Benchmark:

Standard – 99% within 10 days

## OSS

### 19. Measurement

#### Percentage of Time Interface is Available

##### Definition:

Measures percent of time OSS interface is available compared to scheduled availability.

##### Exclusions

None

##### Business Rules:

- ☐ Report period is a calendar month.
- ☐ By interface type for all interfaces accessed by CLECs
  - pre-ordering
  - ordering
  - maintenance
- ☐ Outage hours are obtained from outage reports.
- ☐ Any change requests for extended availability during the reporting period are added to the scheduled hours.

##### Disaggregation:

- ☐ By interface type for all interfaces accessed by CLECs:
  - pre-ordering
  - ordering
  - maintenance

##### Calculation:

$$\frac{((\text{Number of Scheduled System Available hours}) - (\text{Number of Unscheduled System Unavailable Hours}))}{\text{Scheduled System Available Hours}} \times 100$$

##### Report Structure:

- ☐ Needs to be reported by:
  - CLEC in the aggregate
  - ILEC

##### Benchmark:

Parity for Pacific Bell/Nevada Bell for systems used by both ILEC and CLEC.

Benchmark 99.25% for OSS interfaces used exclusively by CLECs.



## Interconnection

### 20. Measurement

#### Percent Blocking on Common Trunks

##### Definition:

Measures the percent of common and shared transport trunk groups exceeding 2% blockage.

##### Exclusions

None

##### Business Rules:

- ☐ Report month is the calendar month.
- ☐ Threshold exception trunk detail.
- ☐ Needs to be reported by:
  - Common/shared transport trunk group type
- ☐ Exception reporting only.
- ☐ Includes histogram distribution chart.

##### Disaggregation:

Needs to be reported by trunk type.

##### Calculation:

$$\left( \frac{\text{Number of common and shared transport trunk groups exceeding 2\% blockage}}{\text{Total number of common and shared transport trunk groups}} \right) \times 100$$

##### Report Structure:

- ☐ Needs to be reported by:
  - Common/shared transport trunk group

##### Benchmark:

2% of trunk groups blocking at no more than 2% blocking

## Attachment A-3

### CALCULATION OF PARITY AND BENCHMARK PERFORMANCE AND VOLUNTARY PAYMENTS

#### I. Z-Tests

- Modified Z-tests, as outlined below, will be used to determine parity when comparing an SBC/Ameritech incumbent LEC's and the CLEC's results for the difference between two means or two percentages, or the difference in two proportions.
- The modified Z-tests are applicable if the number of data points is greater than 30 for averages or means. For measurements with less than 30 data points SWBT may use the permutations test or Alternative-1 described under "Qualifications to use Z-Test heading below.
- Parity exists when the measured results in a single month (whether in the form of means, percents, or proportions) for the same measurement, at equivalent disaggregation, for both SWBT and the CLEC are used to calculate a Z-test statistic and the resulting value is no greater than the critical Z-value as discussed below.
- For parity measurement results that are expressed as averages or means:

$$Z = (\text{DIFF}) / \delta_{\text{DIFF}}$$

Where;

$$\text{DIFF} = M_{\text{ILEC}} - M_{\text{CLEC}}$$

$$M_{\text{ILEC}} = \text{ILEC Average}$$

$$M_{\text{CLEC}} = \text{CLEC Average}$$

$$\delta_{\text{DIFF}} = \text{SQRT} [\delta_{\text{ILEC}}^2 (1/n_{\text{CLEC}} + 1/n_{\text{ILEC}})]$$

$$\delta_{\text{ILEC}}^2 = \text{Calculated variance for ILEC.}$$

$$n_{\text{ILEC}} = \text{number of observations or samples used in ILEC measurement}$$

$$n_{\text{CLEC}} = \text{number of observations or samples used in CLEC measurement}$$

- For benchmark measurement results that are expressed as averages or means:

$$z = (\text{DIFF}) / 1$$

Where;

$$\text{DIFF} = \text{Benchmark} - M_{\text{CLEC}}$$

$$M_{\text{CLEC}} = \text{CLEC Average}$$